

Abstract of the Disclosure

An integrated message management system that allows a subscriber to retrieve voice mail messages using a voice mail or email server, and that also updates the status of messages on both servers upon retrieval of the message from either server. The voice mail server is accessed via a local exchange carrier, whereas the email server is accessed via the Internet. The email server also notifies the subscriber of the presence of a new message. When the subscriber retrieves a voice mail message, the email server updates the status of the corresponding email message. Similarly, when a subscriber retrieves an email message, the voice mail server updates the status of the corresponding voice mail message. This eliminates the need for a subscriber to manually change the status of corresponding messages to "clean out" a voice mail or email box when the other is accessed.